



Check it off

To check for complaints made against a contractor, call the Attorney General's Consumer Protection Hotline (800-392-8222) or your local Better Business Bureau.



Missouri
Attorney
General's
Office

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Checklist for remodelers



Know what contract should state when hiring a home remodeler

When your home requires expensive repairs or remodeling, all agreements with contractors should be in writing. While some contractors may offer you a written agreement, others may operate under a "handshake agreement." But to protect yourself, you should provide your own agreement that is signed by the contractor and you. Keep a copy of the signed contract. The contract should include:

- Your name and address of property that needs work.
- Contractor's name, company name, address, phone number and professional license numbers. (Check with your city or county government for requirements on licensing, bonding and insurance.)
- Detailed description of job. Specify materials to be used, such as brand name, quality, quantity, weight, color and size.
- Start date and completion date.
- Labor and material charges.
- Date payment is due.
Note: The Attorney General's Office recommends that you not make full payment until all work is complete. Also pay with a credit card, which offers some protection if, for example, there is a problem with the quality of workmanship or materials.
- Any warranties or guarantees.
- When and how debris and material will be removed by the time job is completed. Also indicate how work area will be cleaned up as project progresses.
- Requirement that any changes to the contract be signed by both contractor and you.

OTHER STEPS TO TAKE

- Always check workers' credentials.
- Never let anyone into your home without first asking for identification.
- Be suspicious of solicitors who go door to door offering to make home repairs. Most contractors work this way.
- Work with companies that are known or recommended by someone you trust. Check a company's reputation with your local Better Business Bureau or the Attorney General's Consumer Protection Hotline at **800-392-8222**.
- Get at least two estimates in writing before choosing a contractor.
- Do not pay full price in advance for services you have not yet received. Only make full payment when the terms of your agreement have been met.